

FARE POLICY
Each of the below is one way. No pennies accepted.

Table with 2 columns: Category, Fare. Rows include General Public (\$1.00), Persons age 60 and over (\$0.50), Persons with Disabilities (\$0.50), Children under 46 inches in height (Free).

Table with 2 columns: Category, Fare. Rows include Demand Response Service Fares (\$2.00), Persons 60 and over traveling only to Harford County Senior Activity Centers (\$1.00).

Table with 2 columns: Category, Fare. Rows include 12 RIDE PASSES (Valid on Fixed Routes Only), General Public (\$10.00), Persons age 60 and over (\$5.00), Persons with Disabilities (\$5.00).

INFORMATION
410-612-1620 or 410-838-2562
MD Relay 711
Fax: 410-612-1745
hcts@harfordcountymd.gov

HOURS
Office Hours:
Monday-Friday
8am-4pm

HELPFUL NUMBERS
MARC Train: 800-325-7245
MTA Commuter (Academy Bus Lines): 410-391-8700
Greyhound: 800-231-2222
Cecil Transit: 410-658-5574
Harford Commute Smart: www.harfordcountymd.gov/commuter
rideshare@harfordcountymd.gov

Or visit our web site for more information, including copies of our route maps, schedules, and latest Rider information.
www.harfordtransitLINK.org

NEVER MISS YOUR BUS AGAIN WITH ROUTESHOUT 2.0!
Available on the App Store and Google play. Choose Harford County Transportation Services from the menu. Includes QR code.

WHILE ON BOARD
Please observe the following passenger etiquette policies:

- Passengers must pay the fare upon boarding the vehicle. Exact change, valid voucher or 12 ride pass is required.
• For the comfort of all passengers, smoking, eating, drinking, spitting, chewing and using illegal substances in Harford Transit LINK vehicles are prohibited.
• Passengers are responsible for taking all litter with them when they leave Harford Transit vehicles.
• Passengers must use headphones or earphones while playing radios or other sound-producing devices; these devices must be inaudible to other passengers and the driver.
• Passengers should not talk to the driver while the bus is in motion.
• Passengers may not threaten or harass any other passenger or the driver.
• Passengers may not engage in any behavior that may result in the distraction of the driver.
• A passenger whose personal hygiene is offensive to other passengers or jeopardizes the health of other passengers or a driver may be refused services. Passengers must be fully clothed. Harford Transit LINK may refuse service to passengers without shoes or appropriate attire.
• A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to himself or herself, the driver, or other passengers.
• Passengers may not bring the following items onto Harford Transit LINK vehicles: weapons of any kind, including firearms; explosives, acids, or other dangerous articles or substances; bicycles; animals other than service animals; open food or beverages of any kind.
• A passengers belongings shall not obstruct aisles or interfere with entrance or exit of other passengers. All packages, bags, strollers, etc. must be stored or held in such a way as they do not obstruct or interfere with other passengers. If a passenger places his/her belongings on a seat, he/she must pay an additional general passenger fare for use of the seat.

WELCOME ABOARD the public transportation services operated by Harford Transit LINK. Harford Transit LINK provides public transit, demand response and paratransit service, and commuter assistance. This Ride Guide provides a menu of our services, guidelines on bus riding, and a map of our bus routes in Harford County. For more information, please contact Harford Transit LINK.

LEGAL AUTHORITY
Harford Transit LINK provides scheduled bus route services for the public in accordance with Federal, State of Maryland, and Harford County laws, regulations and policies. Regulatory authority includes regulations of the Federal Transit Administration, and the Maryland Transit Administration. Harford Transit LINK provides paratransit or origin-to-destination (curb-to-curb) services for persons over the age of 60 and persons under 60 with disabilities in accordance with Federal and State laws and regulations, including applicable sections of the Americans with Disabilities Act.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
Harford Transit's Policy Statement
Harford Transit LINK assures full compliance with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities.

Title VI of the Civil Rights Act requires that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of Harford Transit LINK. Related nondiscrimination statutes also prohibit discrimination based on sex, age, and disability.

If you have any questions, concerns, complaints or would like additional information regarding Title VI, please contact the Harford County Human Relations Office: 410-638-4739.

This document available in alternative format upon request.

Barry Glassman
Harford County Executive
Len Parrish
Director, Office of Community & Economic Development



RIDE GUIDE

Rider Information
How to Ride
Fare Policy

Effective February 2018



Harford Transit LINK
Harford County Office of Community & Economic Devp
410-612-1620 (MD Relay 711)
hcts@harfordcountymd.gov
www.harfordtransitLINK.org

**HARFORD TRANSIT LINK** provides public transit, demand response, paratransit service, and commuter assistance.

Harford Transit LINK provides service Monday-Friday from 5am-8:45pm, except for County holidays. Please note that Harford Transit LINK bus routes have different beginning and end times. Please refer to individual route schedule for accurate times.

Harford Transit LINK connects the communities of Joppatowne, Edgewood, Abingdon, Belcamp, Perryman, Aberdeen, Havre de Grace, Perryville, Churchville, Bel Air, Riverside, VA Medical Center, and points in between.

**HARFORD TRANSIT LINK BUS ROUTES**

- 1/1A: Havre de Grace, Aberdeen, Bel Air
- 2/2A: Joppatowne, Edgewood, Abingdon, Bel Air
- 3: Bel Air Circulator
- 4: Aberdeen Circulator
- 5: Edgewood Circulator
- 6/6A: Edgewood, Riverside, Perryman, Aberdeen
- 7: Aberdeen, Havre de Grace, Perryville
- 8: Edgewood, Riverside, Perryman, Aberdeen

For specific schedule information, please refer to the individual route schedules, call Harford Transit LINK at 410-612-1620 or visit [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org).

**HOW TO USE HARFORD TRANSIT LINK  
PLANNING YOUR TRIP**

Harford Transit LINK’s fixed routes operate on regular schedules. To plan your trip, determine which route serves the area in which you want to travel. Determine when you would like to arrive at your destination and look at the bus arrival times to find which best suits your needs. Next, decide where and when you will need to catch the bus in order to arrive at your destination at the desired time. Arrive at the bus stop ten (10) minutes early and make sure you are visible to the driver. It may be necessary for you to transfer if the bus that serves your destination does not serve the area in which you plan to board the bus. If so, consult a bus schedule for the route that serves the area in which you want to board the bus, and find the transfer point between the two routes.

You can also develop a travel plan by writing down your itinerary, the times and locations you’ll board and get off the bus. Make sure you know when the next bus is coming in case you miss your bus.

Have exact change for your fare and cash in case of an emergency. Don’t forget emergency contact information. Plan a safe route to and from the bus stop. Use cross walks and obey traffic signals.

Additionally, it’s always a good idea to carry identification with you. Non-drivers can get a Maryland ID Card from the Motor Vehicle Administration. For more information, call 1-800-950-1682 or 1-800-492-4575 tty.

**BOARDING AND EXITING THE BUS**

On buses that have two doors, please board the bus at the front door and exit from the back door. Signal the driver at least one block from where you want to get off. You can do this verbally or by pulling the cord above the bus window. **For the safety of all passengers, persons with disabilities and/or mobility devices will board and exit first. All other passengers can board and exit upon instruction by the driver.**

**TRANSFERRING**

You may transfer for free from one bus to another at stops which are designated transfer points. If you need to transfer from one route to another, ask the driver for the transfer when you board the bus. Upon boarding the bus you are transferring to, please give the driver your transfer. After departing the bus, wait until the bus has left the stop before crossing the street. Do not attempt to cross in front of the bus because other drivers will not be able to see you. Transfers are valid for a maximum of two (2) hours from issuance or until connecting with desired bus at a transfer point - whichever time is shorter. Transfers are not valid on the Teal Line-Route 7 (Harford/Cecil Connect).


**FLAG STOPS**

Passengers using the fixed route service may get on or off a bus at a safe location, other than scheduled bus stops. A Flag Stop must be approved by the Harford Transit Administrator or his/her designee before a driver will be permitted to stop. Call for Flag Stop, 410-612-1620 - press option #2 (“fixed routes”), then press option #1 (“schedule a flag stop”) - within 30 minutes prior to time listed at previous stop.

Like any skill, trip planning takes some practice. Please call Harford Transit for assistance; we will be happy to answer any questions or assist you in planning your trip.

Bus schedules are available at Harford Transit LINK, located at 1311 Abingdon Road, Abingdon; online at [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org); at the branches of the Harford County Public Library; at the County and State Office Buildings in Bel Air, the Harford County Health Department, and at other locations throughout the County.

To sign up for our email list to receive Transit news and updates, visit [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org).

 **ROUTESHOUT 2.0:** Track Harford LINK buses in real time with RouteShout 2.0, a free app available on Google Play, Apple App Store, or [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org). Choose Harford County Transportation Services from the main menu.

**SPECIALIZED SERVICES**

**DEMAND RESPONSE SERVICE** is available Countywide to Harford County seniors (age 60 or over) and individuals who have a disability or other condition that makes it difficult for them to ride the fixed route bus without special facilities or planning. This service is available Monday-Friday during normal operating hours (5am-7pm), except County holidays. Weekday evening hours are also available from 4-9pm in the central and southern part of the County. Appointments must be made 48 hours in advance, are scheduled on a first-come, first-served basis, and are based on availability. To apply for this service, contact Harford Transit LINK at 410-612-1620 or MD Relay 711. Fare is \$2 or 2 vouchers.

**AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT SERVICE** is available to people with disabilities who cannot use the fixed route bus. The service is provided from and to locations within 3/4 mile of a bus route during normal operating hours. Eligible riders may reserve the trips the day before they want to travel. Harford Transit LINK has the flexibility to schedule the trip one hour earlier or later than the requested time. Call Harford Transit LINK at 410-612-1620 or MD Relay 711 for more information and/or to request an application.

Harford Transit LINK will provide service to one companion who is accompanying a paratransit-eligible individual on a trip; fares for companions accompanying paratransit-eligible individuals shall be the same as for eligible individuals they are accompanying.

A personal care attendant required to travel with a paratransit-eligible individual shall not be charged for paratransit service if pre-registered. The passenger must register his/her personal attendant with Harford Transit LINK at the time he/she applies for eligibility under one of Harford Transit’s paratransit programs.

**NO SHOW POLICY** for Demand Response and Paratransit services - a passenger will be considered a “no show” if he/she cancels a pick-up but fails to notify Harford Transit LINK at least one hour prior to the scheduled pick-up time. If the passenger has three no-shows within a calendar month, Harford Transit LINK may suspend services for one month, unless the passenger or his/her representative can show that there were extenuating circumstances.

**SERVICE ANIMALS** are defined by the ADA as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. Service animals are permitted on board Harford Transit LINK vehicles. Other pets and animals are not permitted on board.

**ELIGIBILITY** for Paratransit services can be determined in three ways: 1) You can submit documentation that you are receiving services or benefits from a public agency that serves Harford County citizens who have disabilities, such as Medicare, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), etc. 2) If you do not receive such services or benefits, your doctor or other health professionals familiar with your condition can complete part two of the application, documenting your disability. 3) For ADA Paratransit Services, applicants will need to submit a separate application indicating that they meet the requirements for this service. For more information and a copy of the application please visit our website [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org) (under “Forms” you will find the application titled “Reduced Fare – ADA Application”), or call Harford Transit LINK at 410-612-1620 or MD Relay 711.

**VISITORS**

An ADA eligible individual from another jurisdiction, including one in another state, shall be considered a visitor. A visitor may use Harford Transit LINK’s ADA paratransit services, provided he/she submits either documentation that he/she has been previously certified as ADA eligible in the other jurisdiction or evidence that they qualify for ADA services. For additional information, please review the full policy on our website at [www.harfordtransitLINK.org](http://www.harfordtransitLINK.org).

**SENIOR ACTIVITY CENTER SUPPORT SERVICE** is available for seniors age 60 and over; must register with Harford Transit LINK. Once registered, participants may reserve trips by signing up at the senior activity center they are attending by noon, Monday-Friday, the day before they wish to travel.

**COMMUTER INFORMATION & WORKFORCE OPTIONS**

The Harford Commute Smart Rideshare Program provides free information regarding transit and customized ridematch to Harford County residents including car/vanpool ridematching services, Harford Transit LINK schedules, Getting There With Harford Transit LINK - Train the Trainer program, MARC & Commuter Bus schedules, locations for all Harford County Park ‘n Ride lots, and biking information.

**BICYCLES ON BOARD**

All Harford Transit LINK buses are equipped with exterior bicycle racks to accommodate up to two (2) bikes per bus.